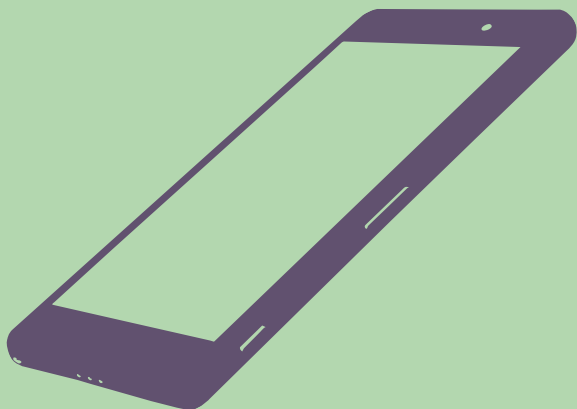


Mobile phone repairs: know your rights



**citizens
advice**

What to do if you have a problem with your mobile phone

1 I bought my mobile phone under contract and it's got a fault that I didn't cause. Who should I go to?

Your legal rights are with your mobile phone service provider. All products, including mobile phones, must be of satisfactory quality, fit for purpose and as described.

2 I bought my phone outright and it's broken through no fault of my own?

You have the same legal rights but the responsibility lies with the retailer where you bought the phone not the mobile phone service provider.

This is a summary.
For more detail on your rights, visit chilterncab.org.uk/campaigns/news/

3 I've only just bought my mobile and it has a fault. What can I do?

You have 30 days to return the phone to the retailer for a **full refund**. You have to prove that the fault was there when you purchased the phone.

Alternatively, or after 30 days, the retailer can repair or replace it. If the repair fails or the replacement is faulty, you have the right to a full refund within the first 6 months.

4 I bought my mobile a while ago. How long do I have to make a claim?

In the first 6 months, if you choose a **replacement or repair**, then, if the retailer believes you have caused the damage, it is up to them to show that you caused it.

After 6 months it is up to you to prove you did not cause the fault.

5 Anything else I can do?

Check to see if there is a free guarantee with the purchase of the phone.

See if you are covered through your home contents insurance, your bank insurance or any other relevant insurance.

You may have purchased separate mobile phone insurance.

You may be able to take matters further through an Alternative Dispute Resolution (ADR) scheme.

6 Other rights

If you paid for the mobile phone with a credit or debit card you may have additional rights.

If you paid by PayPal, check their Buyer Protection scheme.

If you bought the phone online, over the phone or by mail order, you have 14 days from the date of receipt to return or cancel.

Top tips

Before you buy

- Make sure the mobile is suitable for your needs
- Check it matches the description given
- Find out what your rights are to return or cancel your contract
- Think carefully about whether a separate mobile phone insurance is worth the extra money

After you buy

- Check the mobile works, isn't damaged and is as described
- Find out who to contact if there is a problem with your mobile

Know your rights

- Handset must be of satisfactory quality, fit for purpose and as described
- If you bought your phone in a shop, you don't have a legal right to return or cancel unless the product is faulty
- If you bought the phone online, over the phone or by mail order, you have 14 days from the date of receipt to return or cancel

Know your rights with your mobile phone:

Citizens Advice Chiltern is a Consumer Empowerment Partnership. This enables us to strengthen our ongoing local research and campaign initiatives and consolidates our work with National Citizens Advice.

Contact the Citizens Advice consumer helpline if you need more help with your mobile phone.

Phone: 03454 04 05 06



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